

01-00609

THE TENNESSEE REGULATORY AUTHORITY

RECEIVED

CONSUMER SERVICES DIVISION

AT NASHVILLE, TENNESSEE
REGULATORY AUTH.

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TN REGULATORY AUTHORITY

IN RE:

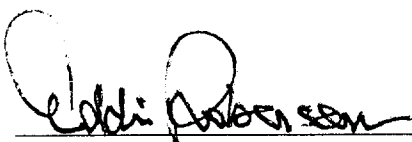
ALLEGED VIOLATIONS OF TENNESSEE DO-NOT-CALL
§65-4-401 *et seq.*, DO-NOT-CALL SALES T00-00410
SOLICITATION LAW, AND RULES OF PROGRAM T01-00273
TENNESSEE REGULATORY AUTHORITY, FILE NUMBERS:
CHAPTER 1220-4-11, BY:
BANKERS LIFE AND CASUALTY COMPANY,
INC.

SETTLEMENT AGREEMENT

This Settlement Agreement has been entered into between the Consumer Services Division ("CSD") of the Tennessee Regulatory Authority ("TRA") and Bankers Life and Casualty Company, Inc. and is subject to the approval of the directors of the TRA. This Settlement Agreement pertains to two (2) separate complaints received by the CSD alleging that Bankers Life and Casualty Company, Inc. violated the Tennessee Do-Not-Call Telephone Sales Solicitation law, Tenn. Code Ann. § 65-4-404, and Tenn. Comp. R. & Regs. 1220-4-11-.07(1), by making or causing to be made telephone sales solicitation calls to the residential telephone numbers of two (2) individual Tennessee consumers whose residential telephone numbers were registered on the Tennessee Do-Not-Call Register.

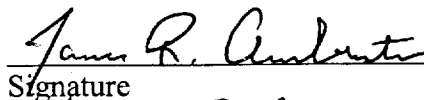
In an effort to resolve these two (2) complaints, represented by the file numbers above, the CSD and Bankers Life and Casualty Company, Inc. agree to settle these complaints based upon the following acknowledgements and terms subject to approval by the Directors of the TRA:

1. Bankers Life and Casualty Company, Inc. is registered with the TRA as a telephone solicitor and obtains a copy of the Do-Not-Call Register.
2. Recognizing that one of its local offices in Brentwood, Tennessee, allegedly violated company policies and Tenn. Code Ann. §65-4-404 and Tenn. Comp. R. & Regs. 1220-4-11-.07(1), Bankers Life and Casualty Company, Inc. will accept responsibility for the two (2) complaints represented by the two file numbers shown above.
3. Bankers Life and Casualty Company, Inc. agrees to the maximum civil penalty of two thousand dollars (\$2,000.00) per alleged violation as authorized by Tenn. Code Ann. §65-4-405(f), and agrees to remit the amount of four thousand dollars (\$4,000.00) to the TRA within thirty (30) days after the date the Directors of the TRA approve this Settlement Agreement.
4. This Settlement Agreement settles the two specific cases represented by the two file numbers shown above, and all other possible violations which might have occurred up to the date of this Settlement Agreement.
5. Bankers Life and Casualty Company, Inc. agrees that a company representative will be available telephonically for the Authority conference at which this Settlement Agreement is considered by the Directors for approval.
6. Bankers Life and Casualty Company, Inc. agrees to comply with all provisions of the Tennessee Do-Not-Call Telephone Sales Solicitation law and regulations.



Eddie Roberson
Chief, Consumer Services Division
Tennessee Regulatory Authority

7/13/01
Date



Signature

JAMES R. ARMBRUSTER
Print Name

ATTORNEY - PRODUCT APPROVAL +
Print Title Compliance

Bankers Life and Casualty Company, Inc.

7/24/01
Date